



#7
8:30 AM
C.W.
PATENT
1248-0580P
2852

IN THE U.S. PATENT AND TRADEMARK OFFICE

Applicant: M. NAGATA Conf.: 7393
Appl. No.: 10/083,409 Group: UNKNOWN
Filed: February 27, 2002 Examiner: UNKNOWN
For: SERVICE MANAGEMENT METHOD, SERVICE MANAGEMENT
APPARATUS, SERVICE MANAGEMENT NETWORK SYSTEM,
SERVICE MANAGEMENT PROGRAM, AND COMPUTER PROGRAM
PRODUCT STORING THE SERVICE MANAGEMENT PROGRAM

RECEIVED
JUN 28 2002
TECHNOLOGY CENTER 28000

L E T T E R

Assistant Commissioner for Patents
Washington, DC 20231

June 26, 2002

Sir:

Applicant(s) filed an Information Disclosure Statement (IDS) on May 23, 2002, in which the date for JP 2001-228761A was incorrectly listed as 2001-08-20 on the Form PTO-1449(s). A corrected Form PTO-1449 is attached hereto showing the correct date for JP 2001-228761A as 2001-08-24. Please substitute this corrected Form PTO-1449 for the incorrect one previously submitted with the IDS filed on May 23, 2002 and return an appropriately initialed copy to Applicant(s).

If the Examiner has any questions concerning this application, the Examiner is requested to contact the undersigned at (703) 205-8000 in the Washington, DC area.

Respectfully submitted,

BIRCH, STEWART, KOLASCH & BIRCH, LLP

By Charles Birch #29271
Terrell C. Birch, #19,382

P.O. Box 747
Falls Church, VA 22040-0747
(703) 205-8000

RECEIVED
AUG 29 2002
GROUP 3600

TCB/pjh
1248-0580P
Attachment(s)

TCB/pjh